



Medicaid Plan Contact Information

| | Amerigroup Texas | Community Health Choice | Molina Healthcare | Texas Children's Health Plan | TMHP | UnitedHealthcare Community Plan of Texas |
|---|--|---|--|--|---|---|
| | STAR, STAR+, STAR Kids, CHIP, CHIP Perinate, MEDICARE, MEDICARE SPECIALTY, MMP | STAR, CHIP | STAR+, CHIP | STAR, CHIP, STAR Kids | Traditional Medicaid | CHIP, CHIP Perinate, STAR, STAR+PLUS, Medicare Special Needs Plan, Medicare-Medicaid Program |
| Website | Website | Website | Website | Website | Website | Website |
| Provider Manual | Provider Manual | Provider Manual | Provider Manual | Provider Manual | Provider Manual | Provider Manual |
| Eligibility and Benefits | Use the portal or call the number on the insurance card. | Use the portal or call the number on the insurance card. | Use the portal or call the number on the insurance card. | Use the portal or call the number on the insurance card. | Use the portal or call 1-800-925-9126. | Use the portal or call the number on the insurance card. |
| Provider Representative | Harris: 1-800-325-0011 | 1-888-760-2600 Email: ProviderRelations@communityhealthchoice.org | 1-855-322-4080 Email: mhtxproviderservices@molinahealthcare.com | 832-828-1008 or 1-800-731-8527 Provider Relations Team | Map | 1-888-303-6162 Email: providerservicetx@uhc.com |
| Pharmacy Benefit Manager | Pharmacy Tools | Pharmacy (see provider manual) Navitus: 1-877-908-6023 | Pharmacy Resources | Navitus 1-877-908-6023 Specialty Pharmacy Directory | Texas Medicaid Vendor Drug Program | Pharmacy Resources |
| Mail Order Drugs | N/A | N/A | CVS Caremark 1-866-449-6849 | 1-866-959-6555 (CHIP) or 1-866-959-2555 (STAR) | N/A | HHSC Vendor Drug Services: 1-800-435-4165 |
| Laboratory | Find a Provider | Find a Provider | Find a Provider | Quest Diagnostics is the exclusive reference lab provider for Texas Children's Health Plan | TMHP Contact Center 1-800-925-9126 | Find a Provider |
| Inpatient Certifications & Notifications | Notification/Precertification | Notification/Precertification Physician portal or Phone: 713-295-2295 or 1-888-760-2600 Fax: 713-295-2283 | Physician portal Phone: 1-866-409-0039 Fax: 1-866-420-3639 | Precertification 832-828-1004 Option #5 | N/A | Policy Phone: 1-877-842-3210 Fax: 877-940-1972 |
| Referral Authorizations | Physician portal or Availity.com Phone: 1-800-454-3730 Fax: 1-800-964-3627 | Notification/Precertification Physician portal or call 713-295-2295 or 1-888-760-2600 Fax: 713-295-2283 | Referrals for specialty care to an in-network specialist is not required. Policy | Referrals for specialty care to an in-network specialist is not required. | N/A | A referral is not necessary for an in-network contracted provider. Members may also self-refer. |
| Precertification Requests- Authorizations | Physician portal or Availity.com Phone: 1-800-454-3730 Fax: 1-800-964-3627 | Notification/Precertification Physician portal or call 713-295-2295 or 1-888-760-2600 Fax: 713-295-2283 | Physician portal Phone: 1-866-409-0039 Fax: 1-866-420-3639 | Preauthorization Phone: 832-828-1004, option 5 Fax: 832-825-8760 | Prior Authorizations Special Medical Prior Authorization Unit Fax: 1-512-514-4213 | Prior Authorization 1-866-604-3267 |
| Inpatient Clinical Review issues | 1-800-454-3730 Fax: 1-800-964-3627 | Physician portal or call 713-295-2295 or 1-888-760-2600 | Physician portal Phone: 1-866-409-0039 | Precertification: 832-828-1004 Option #5 | N/A | 1-800-349-0550 |

| | Amerigroup Texas | Community Health Choice | Molina Healthcare | Texas Children's Health Plan | TMHP | UnitedHealthcare Community Plan of Texas |
|---|--|---|--|---|--|--|
| Nurse | Member Helpline: 1-888-830-4300 | Member Helpline: 1-888-332-2730 | Nurse Advice Line: 1-888-275-8750 | Member Helpline: 1-800-686-3831 | N/A | <ul style="list-style-type: none"> CHIP: 1-800-850-1267 STAR: 1-800-535-6714 STAR+PLUS: 1-877-839-5407 Dual Eligible Members: 1-877-596-3258 |
| Case Management | Case Management 1-800-454-3730 | Disease Management and Complex Case Management 713-295-2303 or 1-888-760-2600 | Case Management 1-855-322-4080 | Phone: 832-828-1430 Fax: 832-825-8745 Forms | Case Management for Children & Pregnant Women: Client referrals 1-877-847-8377 | 1-800-349-0550 |
| Disease Mgmt & Clinical Practice Guidelines | Disease Management Centralized Care Unit 1-888-830-4300 | Disease Management and Complex Case Management 713-295-2303 or 1-888-760-2600 | Disease Management 1-866-449-6849 Disease Management Referral Form | Phone: 832-828-1430 Fax: 832-825-8745 Disease Management: 832-828-1004 Option #7 Clinical Practice Guidelines | N/A | Clinical Practice Guidelines |
| Transplant Care Coordinators | 1-888-830-4300 | 713-295-2295 or 1-888-760-2600 | Service Coordination Team: 1-866-409-0039 | Phone: 832-828-1430 Fax: 832-825-8745 | N/A | 1-800-349-0550 |
| Imaging - High Tech CT MRI | AIM 1-800-714-0040 | In-network facilities search Notification/Precertification | Service Coordination Team: 1-866-409-0039 | No referral/preauth necessary 832-828-1004 Option #5 Participating Providers: - Woodlake MRI & Diagnostics - Universal MRI & Diagnostics - Any contracted hospital | Prior Authorization | Prior Authorization |
| DME | Provider portal or call 1-855-215-4496 Fax: 1-866-249-1271 | In-network facilities search | Service Coordination Team: 1-866-409-0039 | 832-828-1004 Option #5 | DME (See DURABLE MEDICAL EQUIPMENT, MEDICAL SUPPLIES, AND NUTRITIONAL PRODUCTS HANDBOOK) 1-800-925-8957 Fax: 1-512-514-4209 | DME |
| Home Health | Online directory 1-800-454-3730 Home health nursing fax: 1-866-249-1271 | In-network facilities search | Service Coordination Team: 1-866-409-0039 | 832-828-1004 Option #5 | General Inquiries and PA Phone: 1-800-925-8957 Fax: 1-512-514-4209 | Customer Service: 1-888-887-9003 |
| Medical Director | Dean Cannon, MD 713-218-5100 Franklin Chen, MD 713-218-5100 David Gore, MD 713.218.5100, ext 57645 Cealee Thomas, MD 713-218-5100 | Dr. Karen Hill 713-295-5010 Dr. Valerie Bahar 713-295-2433 | Chief Medical Director/VP Medical Affairs: Laurie Greenberg, MD 210-366-6520 Chief Medical Officer, Family Practice: David Valdez, MD 888-562-5442, ext. 206509 Chief Medical Director, Psychiatry: 888-562-5442, ext. 207265 | Chief Medical Officer of OB/GYN: Lisa Hollier, MD 832-828-1538 CMO of Pediatrics: Heidi Schwarzwald, MD 832-828-1538 | Senior Medical Director: Mark Clanton, MD 512-506-7000 Press 0 for Operator | Salil Deshpande, MD 1-832-500-6458 |

